



# USH NEWSLETTER

Issue 48

Spring 2015

## USH ARE WE AN HRO?

As we meet people from many different walks of life, it is common to enter into discussions about work and what we do for a living. We often define ourselves by our vocations rather than our personal characteristics. As I interact with colleagues socially and in a professional capacity we further define ourselves more narrowly by where we work and our distinct professional careers. It is interesting to see the reactions we often get as we tell people, "I work at the Utah State Hospital." All sorts of preconceived notions and beliefs influence their immediate thoughts and assumptions based on their lack of familiarity with the State Hospital. Stigma often skews the conversation. Even with mental health professionals from the private sector or other public agencies, the conversation quickly reveals a lack of knowledge of who we are and what we do. Though society has become more educated about mental health over the past 20 years, it is painfully obvious, few understand the mission of State Hospitals and the vital role we play in the mental health system. The good news is, more and more people are interested in learning about State Hospitals and we receive inquiries often to visit our facility. We have had the opportunity the past 10 years to host over 30 Legislators and other government officials, many state and county agency directors, private providers, students, and literally hundreds of members of the community. I have repeatedly heard it said after touring of the hospital, "Wow! This is one of the best kept secrets in the state!"

I've often contemplated on the many wonderful accomplishments the hospital has achieved over the years. I've been fortunate to work with the most amazing and competent professionals. I have seen many USH programs recognized as 'best in the state'. I have received many welcomed kudos from state leaders after successful audits and surveys. It is rewarding to rub shoulders with leaders from other states as they discuss the positive reputation USH has around the country. Yet, people from the community still have very limited understanding of the complexities of the hospital, the challenges we face daily and of the many wonderful things that we do for those we treat at the hospital. It begs the question, "How can WE better communicate our mission?" Even more so, do WE have a clear vision of our role and who WE are; and how can WE continue to enhance our value as a provider?



We sometimes lose sight of the amazing service we provide when dealing with the day to day challenges of safety, staffing, burnout, regulations, budgets, work demands, and other work related stressors. The heroics performed literally each shift by staff throughout the hospital get lost quickly in the shuffle of the next assignment. The intentions to express gratitude don't often get carried out due to the many distractions of the busy work day.

Why is it important to pause and re-evaluate ourselves? Should we accept the status quo or always seek ways to be better? Does change stress us out or excite us? A sign of a great organization is one that knows itself well, accepts successes gracefully and thrives on becoming greater. It promotes an attitude that motivates improvement. We have never been an organization that just rests on our laurels. Though many times we are motivated by the necessities of survival, the real underlying foundation of this great institution is the progressive attitude and professional strength of our team. The integrity of this organization is that we work hard and want what is best for our patients and staff.

It is said that good Managers 'do things right'. Good Leaders 'do the right thing'. USH Leaders from across the hospital met in January in our annual Leadership Conference. The focus was 2-fold: (1) Leadership Training; and (2) Hospital Strategic Planning. One of the significant discussions held at the conference was the presentation of Joint Commission's model of a "High Reliability Organization (HRO). The hospital has always been known for our excellence in patient care. But, as most individuals in healthcare and private industry know, there are always ways organizations can improve. The Model has three pillars that are vital for an organization to consider itself "Highly Reliable": 1. Leadership Commitment; 2. A Culture of Safety; and 3. A Robust Process Improvement Program. A HRO is able to demonstrate that it is moving towards maturity in these three areas.

Over the next year, USH Leaders will be addressing ways that the hospital can focus on and promote these pillars and move towards becoming an HRO. A vital part of our efforts will be to engage employees throughout the hospital in these discussions and processes. USH employees will be invited to engage in surveys, discussions, and activities that will help us assess our current status and develop a strategic framework for moving towards strengthening ourselves as an HRO. Process Improvement and Safety are not just initiatives that use the most recent "buzz words". They must become integral cultural components of how we all think and behave in order to effectively make necessary and sustainable improvements.

Our Mission is to Provide Excellent Care in a Safe and Respectful Environment..." Becoming a 'High Reliability Organization' will help us be more effective in our efforts, achieve greater clinical outcomes, and provide a safer environment for all of us at the hospital.



## WICHE VISITS THE UTAH STATE HOSPITAL ENVIRONMENTAL SAFETY



The Western Interstate Commission for Higher Education (WICHE) has had a long standing relationship with Government Agencies and Healthcare Providers in the Rural United States. WICHE helped establish the Western Psychiatric State Hospital Association (WPSHA) many years ago. WICHE provides many resources to Universities, Healthcare Providers and Other organizations in regards to workforce development, technology and infrastructure, as well as best practices in research and program development. Some of their staff have expertise in consultation with Environmental Safety Initiatives. USH invited the consultants to the campus in February 2015 to complete an Environmental Safety Assessment of our Facilities. They have visited many State Hospitals and have been able to provide for us valuable information that will assist us in making improvements to the physical facilities and safety practices. More importantly, they have helped us become more cognizant of safety issues and better identify for ourselves assessment processes to address concerns. The purpose is to create a safe and therapeutic environment for our patients and staff. We feel their visit will result in many excellent improvements and help us on our way to achieving the goal of being a HRO!

### Retirements

**The following employees retired in  
January through May 2015.**

**We would like to wish them the best of luck in all their  
Future endeavors and thank them for all they have done for  
the hospital:**

Gwen Nelson

Edward Fasy

Dianne Garcia

Sandy Chapman

Mary Jean Allen

Debi Williams

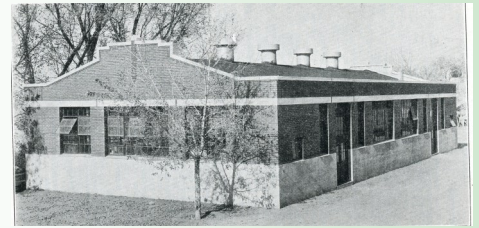
Maria Gonzalez

Ann Nelson

Verla Roach

Todd Farr

# Laundry Building Demolition



## Laundry-1932-2014

The original laundry, located in the main building, was managed by one “washer women” with the help of patient labor. Given the primitive laundry facilities and rather unsanitary process it is surprising that the hospital had few outbreaks of communicable diseases.

After years of lobbying, a new laundry facility was finally completed in 1932 and was once regarded as one of the “Best Facilities in the West.” By 1934 it was turning out 2600 pounds of “dry well finished laundry” per eight hour day.

As the hospital population declined in the 1970’s some of the hospitals laundry services were sent to the Developmental Center in American Fork. The old laundry was then remodeled to accommodate the remaining needs of the hospital.

In 2014, a new building to house all of the housekeeping and environmental services was completed including some laundry services. Today most of the hospitals laundry services are provided by East Birch, an organization that provides employment to both mentally ill clients as well as those with a developmental disability.

After 88 years of providing clean laundry to hospital patients, the old laundry building was demolished. It was one of last of original buildings on the campus. Today only the Castle, Superintendents home and the Cottage remain.



# Spirit of Safety Awards

**We like to Congratulate: Jan Grant, Taki Taoho, Andrea Dinsdale,  
Mat LaGuerre, Mallory Walters, Brett Bird, Barbara Phillips,  
Shawndell Atkinson and Chaunci Booth who received the Spirit of Safety  
Award from  
January through May.**

These are individuals whose intervention skills were recognized by their peers as having a positive impact on patient care. They each intervened in a difficult situation on their units to redirect or de-escalate a patient to avoid a critical incident from occurring. They are examples to all regarding the use of therapeutic interventions and excellent clinical skills. We want to encourage you to remember to submit your nominations to Marlow Plumb in Quality Resources. Supervisors and co-workers are encouraged to submit names of employees that demonstrate any of the following:

- \*Excellent decision-making and intervention skills which redirect a patient from acting out in a violent manner.**
- \*Compassion and a Therapeutic approach which results in a patient being able to work through a difficult issue or situation and allows them to have positive outcomes in treatment.**
- \*Effective De-escalation Skills which help to avoid violence and prevent a possible Injury, Seclusion and/or Restraint from occurring.**
- \*Professionalism and Competence in regards to helping a patient avoid being Re-traumatized.**

## USH INTERN, Amber Duke receives Award

On Wednesday the 15th of April, our BSW intern, Amber Duke, was recognized by the UVU faculty as the Social Worker of Promise. This is awarded to the student who is most likely to "change the world." We are so proud of Amber and the things she has accomplished.

Owing to the great treatment teams and Social Work staff here at USH, interns from UVU, BYU, and the U of U have incredible experiences during this critical time of their learning and growth as a professional. Many thanks to the USH staff for allowing interns to sit in on your groups, being open to share your insights and expertise, and welcoming them with friendship.

Great work everybody!



## The Farm

In 1880, when the Territorial Legislature began contemplating a site to build the newly appropriated Territorial Insane Asylum, two considerations were on the table; it should be away from the population and be as much as possible self supporting. Land east of Provo proved to be perfect. It was two blocks beyond the city garbage dump making it totally isolated and it had its own water source which could support a large farm.

Over time the farm proved to be as important to the treatment program as it was to the fiscal efficiency of the hospital. Before the advent of medications work was considered an essential part of treatment. At any give time about 80% of patients were involved in some type of work, many on the farm. The farm also produced almost all of the food consumed by patients and staff.

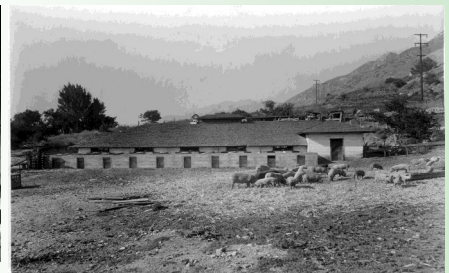
In his report to the governor and legislature in 1924, Superintendent Dr. Frederick Dunn wrote on the progress of the farm, “that with more land added to our present holdings, this Institution will have made a long step toward self support.”

Under the leadership of Dr. Garland Pace who became Superintendent in 1933, the farm program flourished. Dr. Pace valued farm work as therapy, partly because it enabled patients to leave the big gloomy old buildings to work outside and the technology of farming also was an interest of his.

By the mid 1930's, the farm was thriving with a dairy, hay barn, piggery, chickens, quarters for rabbits, pigeons, an apiary, turkeys, horses and a prize dairy herd. Fruits and vegetables were also grown along with various grains. As an example in 1935, the piggery produced 87,030 pounds of dressed pork; the orchards produced 4,434 bushels of apples, 4,245 bushels of peaches and 824 bushels of plums. There was also an impressive volume of farm and garden produce as well , including 43,530 pounds of watermelons, 256,995 pounds of carrots and 290,935 pounds of potatoes.

Sam Snow, the hospital dairy manager in the 1940's and farm manager in the 1950's noted in an interview that “by the 1950's we were raising 400 to 500 pigs and 3,000 chickens, bottled three hundred gallons of milk a day and made 275 lbs of butter each week and that the hospital dairy herd led the state for five years”. He also said that “there was a grape vineyard on the hill that supplied table grapes and the grounds were filled with flowers and peacocks wandered the campus”.

A number of patients worked on the farm and most of the patients and staff helped during harvest and canning time. Up to seventy-five women were kept busy peeling fruit for the cannery. However, it was not until 1956 that a professionally directed industrial therapy program was introduced to coordinate the labor needs of the hospital with the treatment needs of the patients.



As effective treatments became available in the 1950's and the patient population began to decline, support for the farm by the Public Welfare Commission waned. The animals were eventually sold and the farm program was phased out. By the 1960's only the orchards remained. Fruit canning continued at the hospital until the late 1960's when it was moved to the prison. Patients and staff would continue to pick fruit and then go to the prison to help with the canning.

In the 1970's most of the orchards were leased to a local farmer and then eventually replaced with new hospital buildings, most of the farm land remained unused. Today, several small orchards remain but are no longer part of the patient work program.

In 1980 the hospital's farm land was sold to Provo City and only 300 of the original 600 acres remain. Seven Peaks resort as well as numerous homes sit where early patients and staff grew food and tended farm animals. Today, patients working with an occupational therapist, still find it therapeutic to work in several small gardens on the hospital campus. However, the hospital no longer relies on patient labor: the mission of the hospital is to aid patients in life skills and to return them to their communities as soon as possible.

### Public Employee Salute Winners: Jorie Hill & Devin Patrick



The Public Employee Salute honors employees that have done an exceptional job in their work as a public employee. Mountain America Credit Union and the Utah Public Employee's Association are proud to honor Jorie Hill and Devin Patrick for this week's Public Employee Salute.

Jorie is a Building Operations Manager for the Utah State Services to the Deaf and Hard of Hearing. Jorie is fluent in American Sign Language and wanted to provide equal access to the Volunteer Income Tax Assistance, or VITA, program offered as a free service to individuals. She volunteered to become trained and certified by the IRS so that she could serve people who are deaf. Every year, from February to April, Jorie volunteers her Fridays to help individuals file their taxes.

Devin works for the State Department of Human Resource Management at the Utah State Hospital, in Provo. He is credited with implementing a procedure that reduced the time it took to fill staffing vacancies at the State Hospital. Devin developed an inventive system to qualify potential staff for available positions, expediting the placement of quality candidates. Devin's system reduced the time to fill a position from 2 weeks to two hours and reduced employee overtime while maintaining a superior level of care to clients.

Thank you, Jorie and Devin, for your service to the state of Utah. Jorie and Devin will receive two Hale Centre Theatre tickets and will be honored at the semi-annual Public Employee Salute Luncheon.

*We would like to acknowledge the following employees  
for their dedicated service awarded from  
Jan through May 2015:*

**35 Years of Service:**

**Shawna Peterson, Volunteer Coordinator**

**25 Years of Service:**

**Lois Lemings, SPT**

**15 Years Service:**

**Catherine Cooper, PT**

**Debbie Root**

**Michael Shelley, RN**

**Connie Revoir, Custodian**

**Jane Bischoff, Office Clerk**

**Daniel Blackwell, PT**

**Jose Guterrez, LCSW**

**5 Years of Service:**

**Kenneth Kerr, PT**

**Brittnie Ivie, PT**

**Weston Gledhill, RN**

**Lindsay Gonzalez, LCSW**

**Camille Wright, PT**

**Diana Sherman, PT**

**Juana Johnson, RN**

**Matlin Kakrama, Food Service**

**Craig Hinerman, RN**

**Jason Pittman, Maintenance**

**Marlow Plumb, RN**

**Skip Worwood, Broiler Operator**

**30 Years of Service:**

**Scott Blackburn, Chief of Security**

**Val Bonnett., Maintenance**

**Shirlene Lambert, Custodian**

**20 Years of Service:**

**Isaac Thomas, Quality Review Director**

**Gary Hill, SPT**

**10 Years of Service:**

**Yelena Earl, PT**

**Madalene Manno, RN**

**Devin Patrick, HR Manager**

**Nan Murray. Pt**

**Becky Walters, PT**

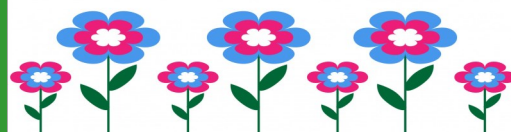
**Lucille Herrera, LPN**

**Heidi Jensen, RN**

**Lucina Cervantes, Food Services**

**Rebecca Salisbury, Office Specialist**

**Thank you for your  
Service!**





# Governor's Award



L to R: Don Rosenbaum , Joy Overby, Terrance Lo & Dallas Earnshaw

We want to congratulate Kok Keung (Terrance) Lo for being selected as the Department of Human Services recipient of this year's Governor's Award for Excellence. Terrance is an amazing employee in Food Services. Terrance is a cook and has been at the hospital for over 13 years. He is here very early in the mornings and does an excellent job making sure that patients receive their meals on time and the quality of food is great. He is always willing to come in to help out when the need arises no matter the time of day. He is a hard worker and has been responsible for creating many of the recipes for dishes that we have all enjoyed. He is always willing to assist his coworkers and spends a lot of time training them. Terrance was recognized at the Food Service Production meeting and will be honored at a special event with the Governor. Join us in congratulating Terrance for his great work and for representing the hospital so well!

## Governor's Award Nominees:

We would like to recognize  
Brad Saunders and The Forensic II Unit .  
They were both nominated for the  
Governor's Award.  
Thank You for your  
Hard work and Excellence !

# USH ACTIVITIES...



## Soldier Hollow





# 2nd Annual Easter Egg Hunt





## **USH Newsletter**

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Dallas L. Earnshaw, Superintendent**

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### **MISSION**

**USH provides excellent care in a safe and respectful environment to promote hope and quality of life for individuals with mental illness.**

### **VISION**

**Our vision is to enhance patient recovery through dedicated service, family and community networking, collaborative research efforts, and maximizing evidence based treatment practices.**

### **VALUES**

- USH works to continuously improve quality of care.**
- USH partners with patients and community to instill hope and reinforce an attitude of recovery.**
- Dignity, respect, safety and integrity are the foundations of our therapeutic environment. We earn trust through partnership with patients, family and community.**